

April 26th ESDC NLMCC Notes

Budget 2017 Overview

Management went through the deck. Unions mentioned that was great information, but for the next times they would like something more in line with what are the impacts on the members.

Age Security Service Improvement Strategy (OAS-SIS) Project Update

After management went through the deck, CEIU asked if there will be an impact on the jobs. Could there be job lost? Management replied that because of the Canadian demographic, there won't be any job lost. Without this strategy, ESDC would have needed more staff and more funding to cope with the increasing demand.

Service Transformation

Through consultation that included employees, management was able to identified potential problems on this Service Transformation with some solutions. Employee involvement in initiatives like this one, is how ESDC plans to do it in the future even with engraving it in its cultures.

CEIU mentioned that the union was fully involved with the EI SQR consultation and wants this to continue with genuine consultations.

Benefits Delivery Modernization (BDM)

On this, management wants to proceed by incrementation. This is not about improving the efficiency only. This is not done in isolation, but it includes provincial and private stakeholders.

This initiative is not only about the citizen, but also about the employees. ESDC want its employees to have the proper tools and know that ESDC employees are passionate and dedicated about servicing clients.

CEIU reiterated the need for ESDC to continue to go back consultation front line workers and the union,

Student Hiring

Student Hiring is a priority for the Clerk and all Deputy Ministers needed to pledge on this. There are 2 streamlines in Student Hiring: diversity and aboriginal.

Unions brought the fact that too many times, ESDC brings students who do the same work as unionized staff, but with a lower salary. Management invited the unions to send them examples.

Phoenix

Management gave an update on Phoenix. There have been 2,000 cases flagged to ESDC. Some of them have been resolved, but new issues keep arising. Management encourages employees with pay issue to use the ESDC escalating process. Employees should not wait using it before they face hardship.

For employees facing hardship and not seeing quick resolution, Jennifer Hamilton and David Swol are the 2 go-to persons to flag issues.

ESDC asked PSPC and the Public School to revise its employee training as it is too generic and a few things don't apply to ESDC.

Round Table

CEIU asked management to facilitate having lists of term + casual employees given to union representatives in the regions and locally.